Know Your Customer (KYC) Verification

How to Provide Your Identification

Most registered online customers in the UK are automatically verified by our system and don't need to send us any additional information.

If we haven't been able to verify you automatically, we'll send you an email asking you to provide proof of your identity and address before you can send money online with us again.

The email will include these instructions:

STEP 1:

Copy or scan the front and back of your photo identification. Picture, signature, date of birth and expiry data must be visible. Send one document as acceptable identification and one document as proof of address.

Failure to send both documents could cause a delay in completing your registration or could delay the money you have transferred reaching its destination.

Acceptable identification for the United Kingdom*:

- UK/International Passport (Must be in date)
- UK Driving License (Must be in date)

STEP 2:

Copy or scan your proof-of-address document. Your name and address must be visible. Important we cannot accept documents that were downloaded from the Internet; they must have been mailed to your home. Please send us a COPY of your identification, not the original. Keep the original in a safe place.

STEP 3: Send your documents to Lycaremit EITHER by post or email:

Copies sent by Post:	Scan and email:
Send copies of your ID and proof of address to:	Attach scans (as PDFs or JPGs) to your email and send to:
Lycaremit Registrations, **Walbrook Building,** **195 Marsh Wall,** **London E14 9SG**	**kyc@lycaremit.co.uk**

STEP 4:

It can take two (2) to three (3) business days for your identification to be verified. We'll email you once the process is complete.

If you need to send money before your identification is verified, please contact customer services on **0207 032 0015** or dial **305** for free from Lycamobile for assistance.